

# Measuring outcomes of newcomers, settlement services and of LIP/RIF activities

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# Workshop Agenda

**1:30-1:45** Scorecards to Assess Organizational Performance

**1:45-2:00** Client Outcomes & IRCC's Newcomer Survey

**2:00-2:15** IRCC Open Data

**2:15-2:40** Breakout Session #1: Leveraging Key Data to Support Community Planning and Immigration Outcomes + BREAK

**2:40-2:50** Breakout Session #2: Open Data Brainstorming

**2:50-3:00** Questions

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# Scorecards to Assess Organizational Performance

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Organizations as the unit of analysis.

# Program and Performance Results

**\$714,000,000 in  
Settlement Program  
Annual Funding (2017-18)**



**Service Provider  
Organizations**

More than 500 organizations funded to deliver a variety of IRCC services to eligible clients



**Client Outcomes**

Clearly defined and monitored at a national level.



# What we know...

Funding closely monitored and tracked in GCS system by IRCC Officers and SPOs

Data collected from iCARE and Newcomer Survey to monitor immigrant outcomes and progress.

IRCC has never conducted a system-wide scan of performance at an organizational level. We're missing out on wide-scale leveraging of best practices!



# ■ SPO Scorecard Project Outcomes

- ✓ Better understand SPO-level success factors
- ✓ Develop a greater common understanding with SPOs re: effective performance and results
- ✓ Establish standard SPO performance metrics
- ✓ Merge operational and results data to inform policy/program decisions and monitoring potentially investment decisions

# Participatory Design Process

- Multi-disciplinary design team building on recently completed evaluations, performance measurement activities, and policy work.
- Internal (IRCC) working group to test ideas, brainstorm unique combinations of data, and assess priorities.
- External working group of 13 organizations to bounce ideas off of, test the proposed indicators, and vet methodologies



**Only limitation: Use what we've got...which is a lot.  
To the extent possible, use existing data sources to limit reporting burden of organizations.**

# IRCC Data Sources

## iCARE



Completed by SPOs, iCARE collects high-level and specific data on the types of services provided to clients (identified by PR Number)

## GCS



Grants and Contributions System manages all CAs/funding provided to SPOs including targets, \$ per stream, payments, and activities.

## Newcomer Survey



Annual survey of newcomers to Canada – more on this to come later!

## GCMS



IRCC's administrative data system tracks the application process up to and including landing and/or citizenship. This is the primary source of demographic information.

## Census & other Statistics

Canada products 



 **250 indicators**  
Including multiple breakdowns by service

 **8 themes**  
Grouping similar indicators

 **3 scorecards**  
Settlement, Language, Resettlement

# Themes and Indicators

## SPO Profile

Total contributions, urban/rural, northern, francophone, staff to client ratio, etc.

## Targets and Clients

Overall targets, Achievement Rate, Cost per Client, etc.

## Client Services

# and types of services, support services, cost per service, services per client, etc.

## Client Demographics

Immigration Category, Age, Gender, Education, Citizenship, etc.

## Community Characteristics

Non-Canadian born, Visible Minority, Employment Rate, Immigrant Admissions by Category, # of SPOs in community, LIP/RIF, etc.

## Assessing Client Needs

Needs Assessment Services, Referrals, Follow-up services, etc.

## Client Outcomes

Improved knowledge of life in Canada, Language improvement, Increased social networks, etc.

## Client Experience

Indication that SPO helped them increase knowledge, language, etc.

# Factors and Scores

Key indicators were plotted against each other on a National, Regional, and Community\* level using a normal distribution (low, normal, and high ranges). This allows SPOs to situate themselves in the Settlement Provider world, and allows IRCC to compare SPOs within and across IRCC regions.

## Factors

**Have no desired directionality.**

For example, high materiality (funding) is neither good nor bad, but allows us to group high materiality SPOs together.

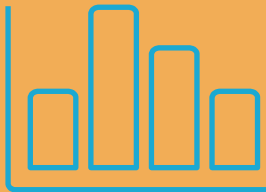
## Scores

**Could have a desired direction or range.** For example, client outcomes or cost per client. These will allow us to group SPOs with similar scores together and begin to investigate best practices.

# Products

## Individual SPO Scorecards

Allow SPOs to see their own data and also allows IRCC and SPOs to assess data & results in comparable ways.



## Dashboard

Provides IRCC staff with access to data from all SPOs and the ability query or filter the data for analysis and comparisons.



# ■ New Opportunities

- Each organization is “tagged” to a LIP which allows IRCC to look at information in aggregate by LIP catchment area
- All organizations are now tagged to a Census Sub-division using a census code allowing for any geographical roll-up
- Tagging organizations by Northern, French, Rural, etc. allows IRCC to better understand service delivery coverage

# 2.

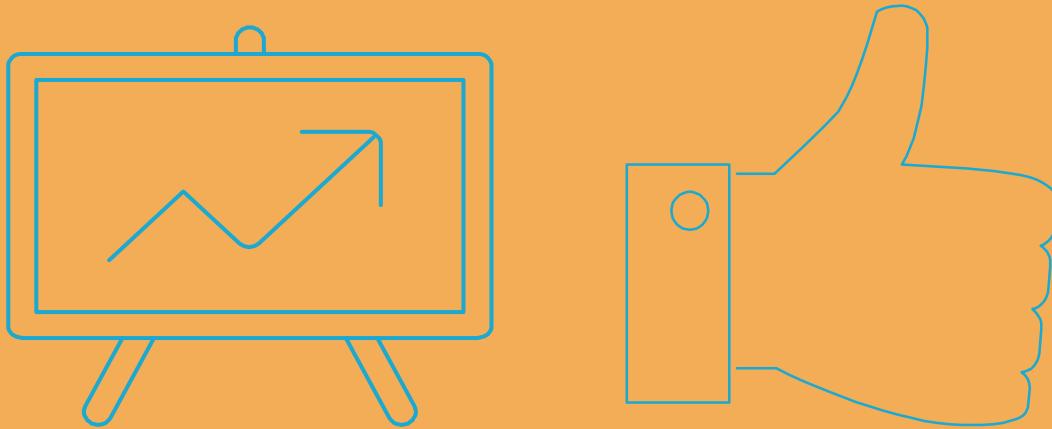
## Client Outcomes and Newcomer Survey

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An in-depth look at how IRCC defines outcomes and collects outcome data for the Settlement Program

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# Special Focus: Client Outcomes and Client Experience



# ■ Settlement Program Client Outcomes

*Immediate Timeframe: Focus on knowledge*

**Clients increase knowledge, participation, and language skills**

*Intermediate Timeframe: Turn knowledge into behaviour*

**Clients are connected, use language, and make informed decisions**

*Ultimate Result*

**Successfully integrated and settled clients benefit Canada**



# Indicators

- Knowledge of various topics (Canadian law, education, health system, etc.)
- Ability to make important decisions in Canada
- Knowledge and use of official languages
- Level of social interaction and participation
- Knowledge of employment related topics

 **Longer term measures of integration include voting, volunteering, employment, sense of belonging, membership in groups, etc.**

**So how do we get this information by  
organization?**

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# ■ Newcomer Survey

- Annual, stand-alone survey administered to all newcomers.
- Wave 1 (2018) and Wave 2 (2019) data will be compiled to provide a full data set of responses from newcomers covering all landing years between 2011-2018.
- Questions are guided by the required data to measure the results of the Settlement Program.
- Rules for inclusion in the scorecard: must have at least 10% of clients who responded to survey AND must respect small cell rules for privacy.



**1.6 million emails**

sent to potential respondents



**121,000 responses**

46% of whom are settlement program clients



**9 languages**

English, French, Chinese (Simplified), Farsi, Arabic, Armenian,  
Somali, Amharic, Spanish

# How does IRCC use the survey?

1. Primary tool for measuring client outcomes of the Settlement Program.

All questions in the survey are linked to an indicator in the framework and limited to that scope.

2. Rich research data.

The survey provides insight into the impact of settlement programming and allows for examination of results across different newcomer populations, including non-clients.

3. Data linkages with iCARE.

Taking an in-depth look at the settlement service pattern of use provides IRCC with insight into potential best practices for service delivery.

*Linking the survey results to demographic characteristics is required as it allows IRCC to accurately frame the responses/results of the survey.*

**3.**

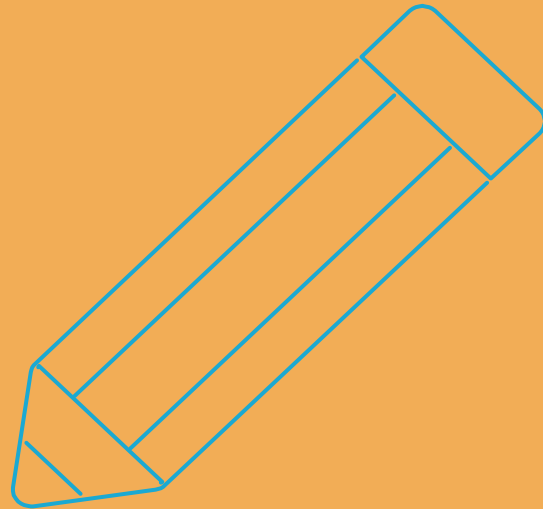
# Open Data at IRCC

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Accessing data: how and when?

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# Special Focus: Community Characteristics



# ■ Purpose of looking at community

- Put factors and scores into context
- Allow for nation-wide comparisons of “similar” communities in search of best practices
- Better understand the qualities of a community that are generally beyond the control of the SPO/LIP to be able to work within those realities



# Accessing data used in the community ■ section of the scorecard

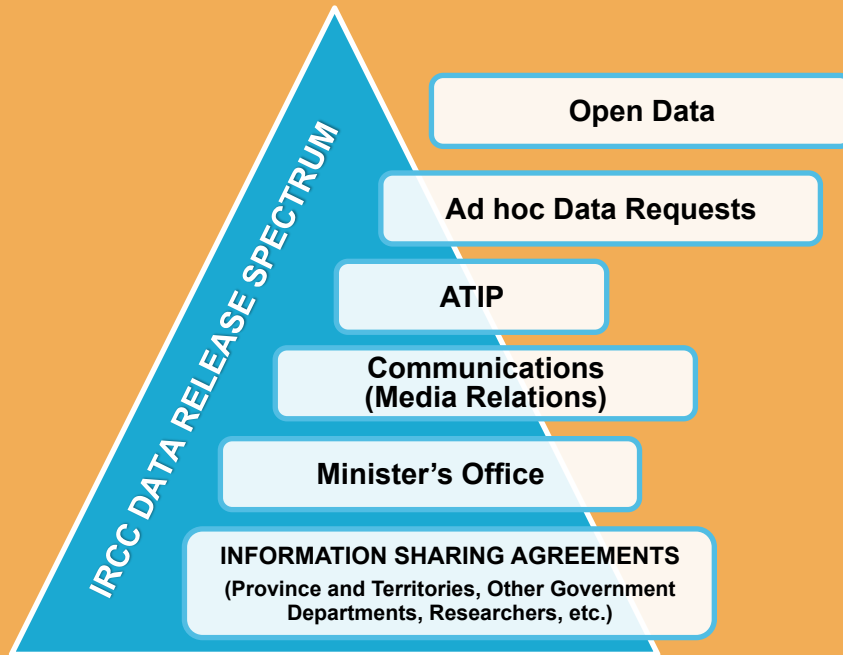
IRCC Immigrant Landing File provides the information about immigration category, gender, education, and official language ability

Q: For planning purposes, I would like the data more frequently than a yearly scorecard. How can I request/access this data?

# Open Data Directive

- The **objective** of the directive is to maximize the release of government information and data of business value to **support transparency, accountability, citizen engagement, and socio-economic benefits** through reuse, subject to applicable restrictions associated with privacy, confidentiality and security.
- **Expected Result:** Canadians are able to **find and use Government of Canada information and data** of business value to support accountability, to facilitate value-added analysis, to drive socio-economic benefits through reuse, and to support meaningful engagement with their government.

# Current IRCC Data Release Spectrum

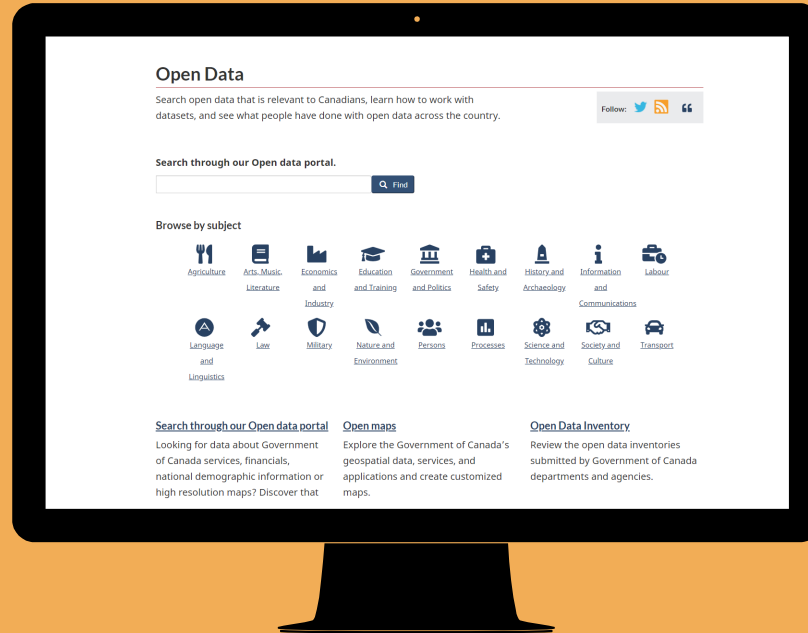


**The Open Data Portal** is the central website (one-stop shop) for Government of Canada open datasets

**Open Data** is defined as structured data that is machine-readable, freely shared, used and built on without restrictions.

# IRCC Open Data Datasets

- **Annual data releases:**  
*Facts & Figures* publication for permanent resident and temporary resident data.
- **Source data used in departmental reporting:**  
Departmental Results Framework (DRF).
- **Monthly data releases:**  
Scheduled updates of 93 data tables showing operational and research (person-based) statistics across all business lines at the national, provincial/territorial, and Census Metropolitan Area (CMA) levels.
- **One-off data releases:**  
Data products prepared in response to ad hoc requests from researchers/academics and other members of the public on specific topics.



# Accessing Open Data

<https://open.canada.ca/en>

# Breakout Session #1

- What key data do you/your organization track and use to make decisions?
- What information/data do you not have that would be helpful for you/your organization?
- Are there best practices from your organization in terms of data collection or dissemination that could help other service providers, LIPs, RIFs and other immigration stakeholders?

## Breakout Session #2

- Were you aware of IRCC's open-data?
- Do you make use of open-data? If yes, how?
  - What would be the best way to promote the availability of open data?
- What other elements would be useful to have?

## IRCC@CRDCNs (Canadian Research Data Centres)

- **Longitudinal Immigration Database (IMDB):** IRCC data linked to the tax data files.
- **Admission Category on the 2016 Census:** now a standard variable.
- **General Social Survey (2013 Social Identity):** sample of over 27,000 that includes almost 10,000 immigrants
- **Canadian Community Health Survey (CCHS)-IMDB:** Brings together the annual component of the CCHS from 2004 to 2015 and the IMDB.
- **Discharge Abstract Database (DAD)-IMDB:** focuses on the hospitalization of immigrants
- **Beyond the IMDB: Longitudinal Immigration Statistical Environment**
- **Canadian Employee-Employer Dynamic Database (CEEDD)-IMDB:** includes Permanent Residents and Temporary Residents at the firm-level and individual-level.



# THANKS!

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## Any questions?

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